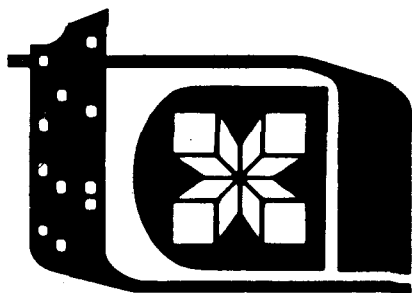


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**TECHNONET**  
**ASIA**

REPORT  
*of the*  
SECOND TECHNONET INFORMATION OFFICERS  
AND LIBRARIANS CONFERENCE  
(TIC2)  
*held*  
24 - 27 October 1977  
*in*  
PATTAYA  
Thailand

International Development Research Centre

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DISTRIBUTION

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DP - Benito Kodijat  
KORSTIC - Kim Doo Hong  
SIRIM - Mohamad bin Anas  
MARA - Mohd Rasli bin Mohd Nawi  
UP ISSI - Paterno V Vilorio  
EDF - Cesar N Sarino  
SISIR - Dr Lee Kum Tatt  
IDB - D G Dayaratna  
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H A Vespry/Maria Ng

TECHNONET INFORMATION OFFICERS AND LIBRARIANS CONFERENCE (TIC2)

Pattaya, 24-28 October 1977

AGENDA

<u>Mon</u> <u>24 Oct</u>	1400 - 1500	Session I	Opening Ceremony <ul style="list-style-type: none"><li>- Welcome Remarks by DIP</li><li>- An Overview of TECHNONET Information Activities by TECHNONET Administrator</li><li>- Introduction of Participants &amp; Observers</li><li>- Election of Chairman</li><li>- Approval of Provisional Agenda</li></ul>
	1500 - 1530		B R E A K
	1530 - 1630	Session II	Developments in POs on Technical Information Services
	1900 - 2100		<i>TECHNONET DINNER at Bali-Hai Restaurant</i>
<u>Tue</u> <u>25 Oct</u>	0830 - 1030	Session III	Sources of Information <ul style="list-style-type: none"><li>- national networking arrangements</li><li>- local &amp; international sources</li></ul>
	1030 - 1100		B R E A K
	1100 - 1230		- NRC/TIS TECH BRIEFS
	1230 - 1400		L U N C H
	1400 - 1500	Session IV	Asian Tech Briefs/TECHNONET Digest
		Session V	Handling Technical Enquiries
	1500 - 1530		B R E A K
<u>Wed</u> <u>26 Oct</u>	1530 - 1630	Session VI	The Role of Libraries in TIS
	0830 - 1030	Session VII	Training Information Officers <ul style="list-style-type: none"><li>- Informal (on-the-job, visits, personnel exchange)</li><li>- Formal (INFOTRAC? - regional, national)</li></ul>
	1030 - 1100		B R E A K
	1100 - 1230	Session VIII	Discussion of the Questionnaire Responses
	1230 - 1400		L U N C H
	1400 - 1500	Session IX	The Library and the Extension Officer
		Session X	Librarians and Information Officers
	1500 - 1530		B R E A K
<u>Thu</u> <u>27 Oct</u>	1530 - 1630	Session XI	Networking within TECHNONET
	0830 - 1030	Session XII	Summary of Recommendations
	1400 - 1630	Session XIII	Approval of Recommendations Closing Remarks

TECHNONET INFORMATION OFFICERS AND LIBRARIANS CONFERENCE (TIC2)

Pattaya, 24-28 October 1977

LIST OF PARTICIPANTS

TECHNONET Participating Organizations

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KOREA	Miss Young-Ai Um Librarian Korea Scientific and Technological Information Center (KORSTIC)
MALAYSIA	Vincent T M Choong Head Library and Information Unit Technoeconomic and Consultancy Services Division Standards and Industrial Research Insittute of Malaysia (SIRIM)  Abdul Aziz bin Mohd Sudin Technical Information Officer Majlis Amanah Ra'ayat (MARA)
PHILIPPINES	Mrs Leticia E Aquino Chairman Industrial Information Department Institute for Small-Scale Industries University of the Philippines (UP ISSI)
SRI LANKA	Mrs I Unamboowe Director Documentation & Publications Division Industrial Development Board of Sri Lanka (IDB)
THAILAND	Montri Sriyanyong Information Officer Department of Industrial Promotion (DIP) Ministry of Industry

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IDRC/TECHNONET Centre Singapore

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TECHNONET Administrator

Dr William J Gall  
TECHNONET Deputy Administrator

Marco Zevy  
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Santi Grachangnetara  
TECHNONET Engineer

H Arthur Vespry  
Asian Regional Liaison Officer  
IDRC Information Sciences Division

Miss Maria Ng  
Librarian  
IDRC Asia Regional Office

Mrs Vivien Chiam  
TECHNONET Secretary

## HIGHLIGHTS of DISCUSSIONS and RECOMMENDATIONS

of the

### Second TECHNONET Information Officers and Librarians Conference (TIC2)

1. Each Participating Organization (PO) should make an effort to develop its information capabilities in a specialized field based on its country's strengths and priorities, and these efforts should be made known to all other POs, even in the initial planning stages, so as to avoid duplication of efforts. } in a single field, or more
2. Each PO should seek to develop its national networking system for more effective access by TECHNONET POs. The experiences of some POs in developing such a system may be of benefit to other POs. "in a specialized field" (see)
3. The TECHNONET Council will be requested to consider the possibility of the POs using a TECHNONET letterhead or logo when communicating with international sources of information to facilitate such contacts. has been handling my comm.
4. It was agreed that a matrix of the most commonly used international sources of information and their subject specializations should be drawn up and be used by the POs as a guide. This can be prepared by TECHNONET Centre based on information submitted by the POs.
5. The NRC/TIS TECH BRIEFS are still considered useful for the POs' information services and the microfiche service should be continued. However, at this stage, some thought should also be given to an Asian Tech Brief system in anticipation of the possible phasing out of the NRC/TIS TECH BRIEFS in the near future.
6. All POs agreed that the TECHNONET "Digest" should continue and even be improved and expanded with more regular inputs from them. The main criterion for "Digest" contributions should be the common interest of the majority of the POs rather than the local interest of the contributor, thus enhancing the networking philosophy.
7. It was recommended that the information unit/officer in a PO be designated as the liaison unit/officer for TECHNONET with respect to information activities (incoming as well as outgoing communications) to ensure faster and more effective networking.
8. Enquiries from POs should be channelled through the designated information officer/unit, and on the other hand extension officers should be given some training on how to formulate their requests satisfactorily. - this would limit contact between extension officers themselves
9. The Conference noted that the librarian/information officer in some POs is playing a more important role in the planning of their organization's activities, and this has been achieved by letting them participate in the organization's planning or executive committee. It was felt desirable that other POs consider a similar role for their librarian/information officer.

10. The Conference recommended that a formal training program be sponsored by TECHNONET for information officers, incorporating as much as possible the following common components agreed upon:

- computer library applications
- abstracting, indexing and classification
- translation/adaptation
- profile designing and selective dissemination of information
- reference tools
- audiovisual aids
- marketing of information and PR
- cost and value of information
- production of information
- storage and retrieval
- management of TIS

*are we to assume that these "information officers" know nothing about "librarianship"?*

In this connection, each PO is to submit to TECHNONET Centre their specific training requirements, i.e. the exact type of training and the type of personnel needing this training. From this information TECHNONET Centre will draw up a suitable course curriculum. Submissions are to reach TECHNONET Centre prior to TC4 (30 November 1977).

11. Close links already exist between the librarian/information officer and the extension officer in general, but this can be further intensified and efforts should be made for closer cooperation.
12. It was considered necessary that POs should have library-trained staff in their information services and an adequate library is an essential component of any information service.
13. The work of PO staff, such as compilation of industry profiles, reports and feasibility studies, which are not confidential, should be disseminated to the library in their own organizations and to other organizations in the network, in order to minimize wasteful duplication of efforts and maximize their useful dissemination.
14. On-the-job training and exchange of personnel, which are ongoing activities, should be further intensified. This is considered an effective means of promoting networking.
15. A suggestion previously made by the Director-General of KORSTIC Korea that a union list of all the serial holdings of the 11 POs be compiled, was noted by the Conference. The POs were agreeable to this, and recommended that KORSTIC, by virtue of its facilities and having the largest number of serial titles, be appointed the coordinating agency for this activity.
-

REPORT on PROCEEDINGS

Monday, 24 October 1977

Session I

OPENING CEREMONY

The Conference began with an opening address by Dr Prabhas Chakkaphak, Director-General of DIP, who said that this Conference marked an important occasion through which all participants could exchange ideas with each other on matters concerning technical information services and how to improve them.

Dr Leon Chico, TECHNUNET Administrator, in his overview of TECHNUNET information activities, said that he hoped the discussions during the next few days would focus on the best methods of serving the needs of the information "consumer" and he gave the assurance that TECHNUNET would be willing to support any meaningful program that will strengthen this capability.

The participants and observers then introduced themselves. The representatives from BSCIC Bangladesh and SISIR Singapore were not able to attend due to personal reasons. Mrs Leticia E Aquino of UP ISSI Philippines was elected Chairman of the Conference while Montri Sriananyong of DIP Thailand was elected Co-Chairman. The Provisional Agenda was adopted as presented.

Session II

DEVELOPMENTS IN POS ON TECHNICAL INFORMATION SERVICES

The Chairman invited representatives of each Participating Organization (PO) to describe the latest activities in their PO, which may be summarized as follows:

HKPC Hong Kong. An Information Officer (Mrs S Dearman) has recently been appointed, who intends to coordinate the information activities of HKPC and incorporate the Library, thereby creating a centralized, improved and more effective Information Service. Although at present concerned principally with the Plastics Technology Information Unit, the Service will presently be extended to cover other areas of particular interest to Hong Kong industry notably furniture, metals and electronics. A processing, storage and retrieval system is being established as the basis for the Service.

In addition to handling technical enquiries and providing specialized packages of information for individual clients, Mrs Dearman plans to produce information bulletins, beginning with one on plastic technology, for selected subject fields, which will consist of news items, abstracts



of periodical articles, and digests of information written in a readily assimilable form. The main task will be to convince entrepreneurs of the necessity for up-to-date information on new developments in technology and satisfy this need through the activities described above. The existing current awareness bulletin, the Information Checklist, is to be expanded and improved, in respect of format, coverage and quality of abstracts which it is felt should be informative rather than indicative. \*

All information supplied is to be bi-lingual or in some cases in Chinese only - HKPC has a most competent team of translators and all the Industrial Consultants, who will be carrying out the extension work, are Chinese-speaking.

DP Indonesia. Information service in Indonesia is being provided by the many DP specialized institutions spread out in the different regions. There is now also a new project to supply information through a vigorous publication policy for the guidance and assistance of small and medium industries and by setting up widespread cottage centres in the country. There is, however, a lack of trained librarians and information officers in the system to prepare digests and abstracts of the technological literature and to disseminate those to the small industrialists.

by whom  
and his

KORSTIC Korea. KORSTIC had previously supplied only bibliographic information to technical enquiries. However, it has started to provide abstracts with the bibliographies. Various information services such as RS, SDI, referral and translation services have been provided by KORSTIC quite satisfactorily. These services are open to POs and KORSTIC expressed its willingness to exchange more materials with the other POs. KORSTIC has also published a directory of on-going researches in Korea in 1976 and has just developed a program for computerizing the directory.

SIRIM Malaysia. The recent activities in SIRIM include publication of a monthly current awareness bulletin called "Journal Contents" which displays the contents pages of 320 titles taken by the SIRIM library; a compilation of specialized bibliographies; and a compilation of a directory of scientific researches carried out in Malaysia.

MARA Malaysia. The main task of the Advisory Services and Enterprise Development Division of MARA is to publish industry profiles in Bahasa Malaysia - for which IDRC/TECHNONET is giving partial financial support. It will also be concerned with setting up a new library for the Division since it has recently moved into a building away from the main library.

UP ISSI Philippines. UP ISSI has continued publication of their CAS list and added another current awareness bulletin - "Newsbriefs" - which covers news items on small industrial developments. It has also been continually contributing articles to the TECHNONET "Digest". Mrs Aquino described how technical enquiries are processed in UP ISSI. It is planning to go into SDI through industry associations.

news?

IDB Sri Lanka. IDB has expanded its current awareness service by including industry profiles from the Ceylon Institute of Standards and Research (CISIR). It has also started to publish a quarterly 'product bulletin', which is a selective information abstract dealing with a particular product (in English, with a translation into Sinhalese). IDB offers an Industrial Information Service and includes profiles of individuals within a subscribing institution.

DIP Thailand. The two main activities of DIP/ISI are technical enquiry service and dissemination of translated NRC/TIS TECH BRIEF articles. They have also started a "Current Journal" which carries a list of the TECH BRIEF articles available. Due to a lack of personnel they are trying to coordinate with other Thai documentation centres e.g. the Department of Science Library and Thai National Documentation Centre for their current awareness activity. Another initiative is the encouragement of entrepreneurs to set up societies or forums which could work more closely with DIP. Two have already been created - in the packaging and tool and die industries - with expectation of two more in the near future.

The observers were invited to give a description of their information activities. Generally, they seem to serve their own faculty's and students' needs, but their doors are also open to bona fide users from the public. A suggestion was made that audiovisual aids could prove useful in the information dissemination process, and it was learnt that this is being done in the training of extension officers and formal training programs at UP ISSI Philippines.

Tuesday, 25 October 1977

Before the Sessions for the day began, Dr Jacques Valls, Director of the Library and Regional Documentation Center, Asian Institute of Technology (AIT), Bangkok, was introduced to the participants. He had just arrived to join the Conference as an observer. Dr Valls gave a brief description of the activities of AIT, saying that it is a post-graduate institution for students from Asian countries, mainly in engineering, rural community and regional development. AIT's Library and Documentation Center is mainly devoted to engineering, but it has two specialized information centres - one on 'geotechnical engineering' and the other on 'ferrocement'. They are also planning to start a third one on 'solar and other renewable energy sources'.

### Session III

#### SOURCES OF INFORMATION

##### National Networking Arrangements

Each PO was called upon to name the national focal point for science and technology in their country and to describe existing networking arrangements with other institutions within their own country. \*

The national focal point in Indonesia is the National Documentation Centre (PDIN) which has been networking with 13 scientific and technical libraries and documentation centres since 1971. The networking program includes resource sharing, CAS and technical enquiry service.

HKPC Hong Kong reported that there are very few information sources in Hong Kong and at present most of the information comes from the UK under arrangements made with the Rubber and Plastics Research Association, the Furniture Industry Research Association and from similar sources abroad. It is anticipated that in the near future a formal link will be established with the Hong Kong Polytechnic. The latter is in the preliminary stage of preparing a union list of serials which would be useful for national networking and will be made available to the other universities in Hong Kong.

KORSTIC Korea stated that it is the national focal point in the field of science and technology. It has a published scientific and technological union catalogue.

The coordinating centre for documentation work in Malaysia is the National Library of Malaysia. The SIRIM library is networking with other libraries of the Small Scale Industry Advisory Council to establish the Small Scale Industry Information Centre at the Federal Industrial Development Authority (FIDA).

In the Philippines, UP ISSI has recently made an effort to invite the 13 agencies of the Commission on Small and Medium Industries (CSMI) to a workshop for discussions on the setting up of a 'national industrial information system on small and medium scale industries'. The National Science Development Board (NSDB) is the national focal point on science and technology for the Philippines, and the future 'national industrial information system for small and medium scale industries' will be linked with the NSDB. UP ISSI has also started compiling a directory of information sources on small and medium scale industries in the country in order to identify which agencies can be nodes in the network besides the 13 member agencies of the CSMI.

IDB Sri Lanka has a national networking system through exchange of CAS (which all libraries in Sri Lanka have) and inter-library loans, as well as technical enquiry service. The national focal point in Sri Lanka is the National Science and Documentation Centre which has a committee on which the largest specialized libraries and universities are represented. It has published a quarterly union catalogue of books and a union list of local and foreign journals.

DIP Thailand is in the planning stage of organizing a seminar for various organizations in Thailand providing technical information services. The national focal point in Thailand is the Thai National Documentation Centre.

#### Local and International Sources of Information

TECHNONET Centre urged the POs to make an effort ~~to~~ identify their local information sources. It has previously compiled a 15-page directory of international sources on topics of TECHNONET sectoral priorities which was distributed to the POs. It is understood that this directory would be updated both by TECHNONET Centre as well as by regular inputs by the POs themselves.

A question was posed by the TECHNONET Administrator as to whether direct contact between the POs and the international sources would produce as fast and effective a reply as TECHNONET Centre would, and the general reaction was in the affirmative. \*

The TECHNONET Council will be requested to decide on the possibility of the POs using a TECHNONET letterhead in writing to international sources in matters related to TECHNONET activities. This is in view of the suggestion made by the TECHNONET Administrator on the possibility of entering into a formal arrangement between TECHNONET and selected international sources of information.

It was also suggested that a matrix of the most commonly used international sources and their specializations could be drawn up and distributed to the POs for them to use as a guide.

#### NRC/TIS TECH BRIEFS

The POs present were asked to express their opinion on the usefulness or otherwise of the NRC/TIS TECH BRIEFS microfiches. Most of them said that the microfiches were definitely useful in their information activities, particularly in the case of DIP Thailand and UP ISSI Philippines. It is also a fact that EDF Philippines and DIP Thailand publicise these TECH BRIEFS in their local newspapers. IDB Sri Lanka, however, said that the coverage of the NRC/TIS was mostly on highly advanced technologies in Western countries and therefore could not be applied to their local conditions. But it was conceded that even if the articles were sometimes of not much use to extension workers they kept them up-to-date on new technologies. *this is open to challenge*

The general consensus was that the microfiche service of the NRC/TIS TECH BRIEFS should continue.

It was pointed out by TECHNONET Centre that other current awareness service systems are available within the network - those of HKPC, UP ISSI, SISIR and IDB - and the question was raised whether these could eventually be able to replace the NRC/TIS TECH BRIEFS service. This was discussed, with the conclusion that the CAS of POs usually reflected only the sectoral priorities of the PO concerned and do not have the scope of coverage of the NRC/TIS TECH BRIEFS. \*

#### Session IV

##### ASIAN TECH BRIEFS/TECHNONET "DIGEST"

The TECHNONET Administrator gave a brief report on the background and progress of the TECHNONET "Digest". It was created with the intention of reporting on local technological developments taking place in the PO countries. After six months in existence it was felt that only a few POs showed real interest in making regular contributions. Although the "Digest" has thus far been circulated only among POs, more interest has been shown by organizations outside the network.

UP ISSI Philippines responded by saying that it has received 10 enquiries out of the 18 items contributed and published in the "Digest".

All POs present expressed the opinion that the "Digest" is a worthwhile and useful endeavour and, given time, could be expanded. They also promised that once they are able to overcome their internal problems

(manpower shortage and translation difficulties in some cases) they would be more regular in their inputs. The irregularity of their contributions certainly did not mean a lack of interest.

The participants agreed that the main criterion for selection of articles for the "Digest" should be the common interest of the majority of the POs rather than the local interest of the contributor, thus enhancing the networking philosophy.

It was felt that discussions on an "Asian Tech Briefs" system was premature at this stage since future efforts should first be concentrated on improving the "Digest".

## Session V

### HANDLING TECHNICAL ENQUIRIES

Although this topic had been discussed lengthily at TIC1 last November, and in spite of the followup from TECHNONET Centre, most of the enquiries received at TECHNONET Centre are still unsatisfactory in that they come in brief two-line sentences. This may be due to the fact that the enquiries are formulated by extension officers who are unaware of the importance of a well-formulated request as discussed at TIC1. Mr Zevy emphasized that a brief sketchy request will not produce the specific and relevant information desired.

The participants, recognizing their shortcoming in this respect, agreed that in future all enquiries from their organizations should be channelled through one information officer or unit who will coordinate the requests and present in an informative manner.

A suggestion was also made that perhaps extension officers should be given some training in the area of formulating their enquiries. This could, in fact, be part of the INDEXTRAC curriculum.

*one would have thought that, in a 3 weeks course, this important aspect would have been covered*

## Session VI

### THE ROLE OF LIBRARIES IN TIS

Some of the many roles which a library might play within its parent institution were outlined as follows:

- Supportive - reacting to requests
- Leadership - initiating activity
- Self-sufficient - working without aid of other organizations
- Cooperative within/without country - networking
- Resource - comprehensive collection or referral service
  - to serve
    - institutional
    - country
    - regional
    - TECHNONET

The TECHNONET library adviser in a brief statement pointed out that although management is the final decision-maker, the librarian's advice is important and this advice could affect the status and position of the library in the institution.

Supporting management is absolutely essential but information personnel can go beyond this and take the initiative in supplying the potential users with pertinent information through specialized SDI and personal contacts.

Self-sufficiency is a myth and can only be accepted when the library either wilfully or by accident is cut off from participation in its parent institution's activities. In this situation a library could easily cease to function in times of financial crisis.

In taking a leadership stance larger libraries can undertake active cooperative networking within their countries, while smaller units can form part of a sectoral network in an active or passive capacity depending on the expertise of the information scientist.

The librarian/information scientist is often the key figure in defining how the information centre will be seen by management. The success or failure of the system rests on service. Good service is rewarded with more queries and this is an upward spiral which soon expands to include bigger budgets, more collection, more staff, higher salaries and more status for the information centre and its staff. Indifferent service is a downward spiral with the opposite negative rewards.

! "service to the user" (not to other librarians)

Dr Valls stated that the problem partially stemmed from the lack of awareness of the importance of information to decision-makers and management. He also stressed the need for the documentalist/librarian to go out and meet the information users, to learn more about their needs and to assume a more *dynamic* role in identifying needs and satisfying them within an organization.

! and double on the extension officer! (say, rather to "come" and meet extension officer"

The librarians from Kasetsart and Chulalongkorn Universities observed that as medium grade officers in their Universities, they were as yet not included in major decision-making councils. This, however, is changing as the University libraries become autonomous departments.

It was noted, on the other hand, that librarians of some TECHNONET POs did participate in the planning activities of their organizations. On the whole, the librarians present felt that they still had to make a strong effort to market their services.

The TECHNONET Administrator said that it was necessary to highlight the importance of information activities within the network. He observed that some POs were information-oriented while others were not and that the role of PO libraries would be discussed further in the Council Meeting.

Wednesday, 26 October 1977

Session VII

TRAINING INFORMATION OFFICERS

The TECHNONET Administrator said that in the past there have been requests from some POs for training of their information officers, and most of these requests have been met on a case-by-case basis.

What TECHNONET Centre would like to find out at this meeting was the *kind* of training needed and *level of staff* needing this training. The Administrator also put forward possible training venues such as the Small Industry Extension Training Institute (SIET) in India and the Hong Kong Polytechnic, the latter in cooperation with HKPC Hong Kong. There was also the possibility that the National Technical Information Service (NTIS) in USA could provide resource persons and training materials for a regional training course.

After a brief report by each PO on their individual training requirements, the following subjects were listed as common components of the proposed training curriculum:

- computer library applications
- abstracting, indexing and classification
- translation/adaptation
- profile designing and selective dissemination of information
- reference tools
- audiovisual aids
- marketing of information and PR
- cost and value of information
- production of information
- storage and retrieval
- management of TIS

The consensus was that most of the potential trainees were of engineering/scientific background who may or may not be working in the library of the PO but were involved in answering questions requiring the use of library tools. The ideal training, then, would be to expose them to a library which has most of the tools (indexes, abstracts, directories, etc) and staff competent in their use.

It was noted that HKPC would be willing to provide training in abstracting - other POs having commented that there is a particular need for expertise in this field.

This proposal for training will be submitted for Council's consideration and, if approved, a venue for the course will be chosen and the curriculum further developed.

## Session VIII

### DISCUSSION OF THE QUESTIONNAIRE RESPONSES

The TECHNUNET library adviser commented on the replies to the questionnaire sent earlier to the POs primarily to ascertain the role and activities of their libraries. An analysis of the results showed that:

1. KORSTIC, by virtue of the size of its collection and information services, stands out among the other POs, but cannot be compared with them because bibliographic information is its main activity;
2. most PO libraries have the barest minimum of reference tools and there appears to be little use made of these bibliographic aids by the information scientists;
3. extension workers do not make much use of the library (in some cases the entrepreneurs use it more than the extension workers) - this highlights the need for leadership from the library personnel;
4. the number of journal subscriptions appeared to be rather low, perhaps due to budget restrictions. However, an alternative solution might be for the library to subscribe to abstracting services and by becoming nodes of cooperative networks to utilize the full resources of the country;
5. the proportion of the total institutional budget allocated to the library in most POs was generally too low (with the exception of KORSTIC - 16%). The figure of 5% was suggested as more realistic.

It was pointed out that HKPC's responses in the questionnaire were made by the Librarian and in many respects did not reflect the activities of the new Information Service.

The participants discussed the above comments as well as some portions of the relevant questionnaire responses. One point stressed in this discussion was that future training courses for extension officers (INDEXTRACs) should highlight the role and importance of "information". !

*this should surely have been given in prev INDEXTRAC*

## Session IX

### THE LIBRARY AND THE EXTENSION OFFICER

The questions posed for discussion were:

- How closely linked are the activities of the librarian and the extension worker?
- Is the librarian kept aware of the activities of the extension officers and do the officers use the library as a resource in responding to queries?



- Does the librarian disseminate the work of the extension officers within his organization and outside to other POs or TECHNONET Centre?
- Can the librarian, through external sources, act as a bridge for the organization in obtaining information from other organizations?

HKPC said that it disseminates local developments in the *Hong Kong Productivity News* and that information acquired from abroad would be reported in the proposed *Information Bulletins*, which will be distributed to other POs and TECHNONET Centre. It was pointed out, however, that information packages supplied at cost to individual clients could not, for ethical reasons, be freely distributed, nor could work done on a similar basis by the extension officers, although it was hoped that the Information Officer would be kept informed of their activities and that all enquiries of a technical nature would be channelled through her. A series of files on major enquiries, in which are recorded the action taken and the information supplied, has already been initiated, to avoid duplication of effort. It is hoped that the Information Officer and extension workers will work in close cooperation and a start has been made in this direction in as much as a profile of the information needs of the local plastics industry is being compiled in collaboration with the extension workers. • *who would surely, be best?*

Most of the other participants felt that close links already exist between the library and the extension officer although IDB pointed out that their extension workers did not make as much use of the library as they should.

## Session X

### LIBRARIANS AND INFORMATION OFFICERS

On this topic, the following questions were posed:

- How effective are they?
- What links them?
- What is the difference between the two?
- Where do they see themselves within the organization; that is, do they hold a pivotal position or are they linear?
- Can a librarian be a gatekeeper?
- What is an information officer without a library?

Discussions on the above showed that though the library is an essential component of any information service, many were ineffective and played a very minor role in the organization. The information officer, seen as a new breed, often did not know how to use bibliographic aids and the librarians, on the other hand, with no subject background and no tools to help, was utterly helpless. The best combination was either a librarian with subject knowledge or an information officer who is library-trained. It was considered possible to have two persons if they could work as a team.

## Session XI

### NETWORKING WITHIN TECHNONET

This is one of the most important topics for discussion because networking is the basis of the TECHNONET concept. Lately, some PO heads have been increasingly interested in having projects involving linkages with other POs. One example is the joint translation/exchange of technical information project of MARA Malaysia and DP Indonesia. Another possible effort is the coordination between UP ISSI and EDF Philippines and IDB Sri Lanka to develop audiovisual materials on extension cases which would be beneficial to the network.

One problem standing in the way of networking in some POs was the lack of one single liaison unit to deal with TECHNONET matters, whereas in other POs such a liaison officer has already been designated. In the latter case, communications between POs are faster and more effective. It was therefore decided to recommend to Council that each PO designate the information unit/officer as the liaison unit for TECHNONET information matters.

Some thoughts were presented as possible projects for networking:

1. *Compilation of industrial profiles* -  
SIRIM pointed out that it has already compiled such a list in coordination with the Small Scale Industry Centre in Kuala Lumpur, and will disseminate the end result to the other POs when it is ready.
2. *Matrix of expertise* -  
It is hoped that each PO would develop its capabilities in a specialized field and make this expertise available to others in the network - e.g. HKPC in plastics technology, IDB in foundry technology, etc.
3. *On-the-job training and exchange of personnel* -  
These are already on-going activities and should, without a doubt, be intensified as most POs considered this an effective means of networking. \*

Thursday, 27 October 1977

## Session XII

### SUMMARY OF RECOMMENDATIONS

Based on the discussions during the past three days, 15 recommendations were drafted during this session. It was decided that the Conference would re-convene in the afternoon to approve them.

Session XIII

APPROVAL OF RECOMMENDATIONS

The Conference approved the 15 recommendations, which would be presented at the forthcoming Fourth TECHNONET Council Meeting in Bali and, hopefully, adopted for action.

CLOSING REMARKS

The TECHNONET PO representatives gave the assurance that they will try to work more closely with each other and network more effectively.

The observers, especially the librarians of the various Thai university libraries, expressed their appreciation for having been given the opportunity to observe the proceedings of the Conference and said that they have gained much from the discussions.

The participants felt that they are now more aware of the gap that can be bridged between the library and the information/extension officer.

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Opening Address  
Given by  
Dr. Prabhas Chakkaphak: Director-General  
Department of Industrial Promotion  
at the  
SECOND TECHNONET INFORMATION OFFICERS AND LIBRARIANS CONFERENCE  
October 24 - 28, 1977  
Hotel Siam Bayshore, Pattaya  
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Distinguished Delegates, Ladies and Gentlemen:

It gives me a great pleasure to welcome you to Pattaya, and to this Second TECHNONET Information Officers and Librarians Conference, or TIC2.

As you know, TIC1 was held in Seoul, at which time the PO's past activities on industrial information were examined. As a result of that meeting, the groundwork has been laid for the more concrete steps towards finding the collective efforts and actions to strengthen information services among the POs.

In view of strengthening these activities, I consider this conference an important occasion through which all of us here can fruitfully exchange some practical ideas and experiences on the matters concerning information services. It also provides us an opportunity to put forward our line of thoughts, and to formulate the appropriate actions which will be necessary in order to realize our common objectives.

There is no doubt about the increasing importance of information service as a mean to accelerating industrial development. We are at a crucial period where prodigious progresses are being made in every discipline and in every direction. The same is true in the field of industries; the struggle to keep abreast of new development and, especially for the developing countries, to adapt the appropriate technology for their own uses, continue to be more acute. Therefore, I am grateful to the people at IDRC and TECHNONET CENTER for giving us their support in this direction.

Having directed our aims towards finding ways and means to improving information services, I am convinced that the discussions and recommendations agreed upon during the conference in the next few days will soon be implemented for the mutual benefits of all concerned.

Distinguished Delegates, Ladies and Gentlemen, may I take this opportunity to express my appreciation to all of you for your participation, and to Dr. Chico and his colleagues at TECHNONET CENTER for organizing this conference. I wish you every success in your deliberation and a very pleasant stay in Thailand.

Thank you.

THE INFORMATION OFFICER AND THE SMALL ENTREPRENEUR

Welcome to Pattaya and the traditional warm hospitality of the Thai people as exemplified by our gracious hosts - the Department of Industrial Promotion (DIP) of the Ministry of Industry. On behalf of TECHNONET Centre, I welcome you all to this important gathering which, we hope, will spell out in some detail our future activities in the field of technological information in support of industrial extension services for small entrepreneurs.

Dr Prabhas and I have just come back from Seoul where the Fourth International Symposium on Small Business was held. The Symposium's theme - "The Future of Small Business in a Changing World" - was discussed from various aspects by some 50 speakers and over 400 participants. We all agreed that the small entrepreneur has played an important role in the development of the world economy and of society. And that he will continue to be an important factor in future growth and progress. We have long recognized the importance of small industries when we established the TECHNONET network over four years ago.

The world is, indeed, changing and so are the needs of the small entrepreneur to whom we are providing assistance. Some speakers in the Seoul Symposium have been talking of sophisticated technical enquiry services via on-line satellite transmission whereby a person, say, in Bangkok can communicate face-to-face through video screens with a technical information officer in Washington. We do not need such a sophisticated system in TECHNONET at this time. But it is essential that we continue to upgrade our "delivery systems" in transferring information to small industries. Many of us are just beginning to provide technical information services and recognize its importance in a "total approach" of assistance to these industries.

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By *Dr Leon V Chico*, TECHNONET ASIA Administrator  
Opening Remarks delivered at the second TECHNONET  
Information Officers & Librarians Conference (TIC2)  
held in Pattaya, Thailand, 24 - 28 October 1977

We feel that TECHNONET has been modestly successful in building up a corps of industrial extension officers in the region - either directly or indirectly. Our latest count shows that there are approximately 1 200 practising extension agents in Participating Organization (PO) countries, with some 200 of them having participated in TECHNONET-sponsored training courses. The information officer and/or librarian is an integral part of this delivery system. The industrial extension officer, as well as the small entrepreneur, needs information for day-to-day chores. And these technical information requirements are often at a very basic level and freely available - either within the country itself, within the region, and, in some cases, from the developed world and other international organizations.

If we all agree on this TECHNONET concept, then our discussions during the next few days should be able to focus on how best to serve the needs of the "consumer" - as marketing men would normally look at the problem. TECHNONET is committed to support any meaningful program that will strengthen this capability. We shall review some initiatives we have undertaken and try to make them more responsive and relevant. We are not bound by any preconceived notions and shall encourage innovative solutions.

We have a full agenda that covers about every facet of TECHNONET activities on industrial information. Your recommendations will be discussed and finally adopted at the Fourth TECHNONET Council Meeting (TC4) to be held in Bali in early December.

*! is there no  
doubt about  
this?!*

We are also happy to note the participation of distinguished observers from organizations with whom we hope to exchange experiences and cooperate in our future activities.

Finally, I wish again to thank our host for all these excellent arrangements and kind hospitality.